

## Geilenkirchen US Medical Clinic News - 29 Sept 2005

**Cmdrs -- please share with your organizations.**

**Recipients, please take or e-mail this newsletter home to your spouse!!**

**Holidays:** We are closed Monday, 3 Oct 05, NATO German Unity Day holiday. Our next scheduled holiday is Tuesday, 1 Nov 05, All Saints Day.

**2005-2006 Flu Season:** The flu is a contagious respiratory illness caused by influenza viruses. It can cause mild to severe illness, and at times can lead to death. The best way to prevent this illness is by getting a flu vaccination each fall. Every year in the United States, on average: 5% to 20% of the population gets the flu; more than 200,000 people are hospitalized from flu complications, and about 36,000 people die from flu. Some people, such as older people, young children, and people with certain health conditions, are at high risk for serious flu complications. Complications of flu can include bacterial pneumonia, dehydration, and worsening of chronic medical conditions, such as congestive heart failure, asthma, or diabetes. Children may get sinus problems and ear infections. Flu viruses spread in respiratory droplets caused by coughing and sneezing. They usually spread from person to person, though sometimes people become infected by touching something with flu viruses on it and then touching their mouth or nose. Most healthy adults may be able to infect others beginning 1 day **before** symptoms develop and up to 5 days **after** becoming sick. **That means that you can pass on the flu to someone else before you know you are sick, as well as while you are sick. Therefore it is essential that everyone follow good hand washing practices.**

The 2004 flu season was marked by vaccine shortages, but this year appears to be getting off to a better start. The Geilenkirchen Immunization Clinic is expecting the vaccine to arrive sometime in early November. The first priority to receive the vaccination will be active duty and high risk. Once the active duty and high risk are vaccinated the remainder of the base community will be notified that the vaccine is available. If you have any questions concerning the Flu vaccination, please contact TSgt Villarreal at 02451-99-3330.

**Bills from Downtown Providers:** Please bring in medical bills/and any medical notices to the TRICARE office immediately upon receipt. If bills to downtown providers are not paid on time, providers may initiate a collection or late fee. These fees are not be covered by TRICARE. They must be paid by the healthcare beneficiary.

**Referrals to Specialists:** The medical flight has established an extensive Preferred Provider Network in the Benelux area with medical professionals who offer excellent care. We utilize this network to the greatest extent possible in order to provide quality care in the local area, minimize time away from duty, help families stay near their support systems, and ensure we maximize the use of our healthcare dollars. Most of our patient referrals are made to local German and Dutch facilities.

**Peak Times:** On Monday and Friday mornings from 0800-0930, we receive the largest number of calls for healthcare appointments. If you have a non urgent problem or issue, please call us on a Tuesday or Wednesday afternoon! You most likely won't wait on the phone as long!

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**For medical emergencies, immediately go to the nearest civilian emergency room. Do NOT drive to the US clinic!** Patients should keep a current 470th Medical Flight Clinic

Handbook which lists emergency room directions in their home or cars. A copy can be obtained at our TRICARE office. The latest edition is dated November 2004. We are planning to publish another version in October 2005.

**Health Care Information Line:** A toll free access to a confidential 24/7-health advice line staffed by US nurses.

Germany: 0800-825-1600      Netherlands: 0800-022-7944      Belgium: 0800-71920

**Our Hours:** Listed below are the clinic's patient care hours.

Medical: Mon/Wed/Fri: 0800 - 1700  
                              Tues: 0800 - 1600  
                              Thurs: 0800 - 1130 (open later some Thursday afternoons for scheduled appts only)

                              Note: Our pharmacy, laboratory, radiology, and HAWC close for lunch on days that they are one deep so our staff can serve patients in a quality manner for the afternoon. Immunizations is one deep and closes from 1130-1300 daily.

Dental: Monday/Wednesday/Friday: 0745 - 1700  
  Tues: 0745 - 1600  
  Thurs: 0745 - 1130 (open some Thursday afternoons for scheduled appts only)

To reach the 470th Medical Flight on-call provider for telephone emergency advice when the clinic is closed:

Medical: 0049-171-260-9365      Dental: 0049-171-260-9570

For routine appointments, please call the clinic at  
Medical: 0049-2451-99-3200      Dental: 0049-2451-99-3535

**Urgent Care After Hours:** The US clinic TRICARE office has put together a new program to help patients access urgent care support. Urgent care services are medically necessary services required for an illness or injury that would not result in further disability or death if not treated immediately. However, urgent care requires professional attention and should be treated within 24 hours. General rules for the urgent care clinics:

- The urgent care clinic is for urgent medical problems that can not wait until the next day
- You need to call the urgent care clinic first to make the appointment. They will Triage you (Please note that telephone consults are not covered by TRICARE)
- Describe your condition; provide name, address, postal code, date of birth, insurance, and your doctor's name and list the name(s) of the medication(s) that you are using, and any chronic illness/problem

**Germany urgent care clinic**

**Heinsberg** located within the hospital (0049) 02452-188569

Address: Auf dem Brand 1 Heinsberg, 52525

**Geilenkirchen/Übach-Palenberg** entrance main street GK hospital next to the chapel at the hospital (0049) 02451-4092339

Address: Martin-Heyden-Straße 32 Geilenkirchen, 52511

Geilenkirchen urgent care clinic hours of operation:

Monday, Tuesday, and Thursday 18:00-23:00hours

Wednesday, Friday 13:00-23:00hours

Saturday, Sunday, holidays 08:00-23:00hours

When Geilenkirchen urgent care clinic is closed after 23:00 hrs you can call the German physician

This number can only be reached from Germany 0180-5044100

The Netherlands urgent care clinics

**Heerlen** urgent care clinic located in the GGD building in the centre: (0031) 045-5778844

Nightcare address: Het overloot 2 Heerlen

**Maastricht** within the hospital (0031) 043-3877777

Address: P. Debyelaan 25 Maastricht

**Sittard** located within the hospital (0031) 046-4574045

Address: Walramstraat 23 Sittard

If you have additional questions regarding this topic or any quality issues at these urgent care clinics, please contact our TRICARE office at 0049-2451-99-3400.

**Tip about Pharmacies on the Germany Economy:** If you have been given a prescription on the economy from a referral physician, it's important that you know that the pharmacies in Germany are usually closed Wednesday & Friday afternoon. Here is a WEB site you can use to look up the after hours Pharmacy for your area: <http://www.apotheker-nordrhein.de/apotheke/notdienst/index.htm> Type the first 3 figures of the postal code PLZ ... and click Notdienstbezirk suchen or Type the city where you live ORT ..... And click Notdienstbezirk suchen. Then you click on "zum Kalender bitte hier klicken" Then you click on "Notdienst anfordern" it will list the pharmacy after hours on that day.

TRICARE can not be responsible for any inaccuracies on the pharmacy web site, for directions we advice you to use a route planner or map.

**Workout Opportunity for Mothers!** Talk to the Geilenkirchen MOPS group. They and the wellness center have put together a coordinated plan that provides workout time for mothers with a rotating childcare plan for the children every Monday and Wednesday from 0900-1100. The GK Wellness Center provides equipment, education and nutrition guidance to mothers -- the childcare support issues are coordinated by the mother's. For more questions about the Wellness Center's piece of this program please contact SSgt Banks or Mr. Ric Priddy at 02451-993386/87.

**Why doesn't the clinic have a sick call?** USAF clinics stopped offering sick call at least two years ago since it was not a good use of time for the patients who were sitting in the lobby waiting to see the provider or for the providers who blocked time every day even when there were no sick call patients. The Geilenkirchen clinic allows active duty members to call between the hours of 0730-0800 for an urgent care appointment. The US clinic recommends that supervisors release individuals who are ill from their duty until they can see a provider instead of requiring them to come to work. This practice will stop the spread of any potential infectious diseases and also allow members to rest and recover from their illness.

**Breast Feeding Support Group:** A breast feeding support group will meet on 1000-1100 at Schinnen in the ACS, Bldg 39 Conference Room on October 19, 2005, November 16, 2005 and

December 21, 2005. For more information or if you wish to attend, please contact the New Parent Support Program RN at 0031-(0)46-443-7335.

**Emergency Room Closure:** The emergency room at the Atrium Medisch Centrum in Brunssum, The Netherlands was closed effective 1 July 2005. An alternate facility is the Atrium Heerlen, Henri Dunanstraat 5, Heerlen, The Netherlands. Telephone (31) 45 5767200.

**Unplanned Inpatient Status:** If you or someone in your command becomes an inpatient, please contact our TRICARE office at 0049-2451-99-3400 immediately so we are aware that the individual has been hospitalized. Our staff will follow-up on the status of the patient and ensure the downtown providers obtain any necessary information regarding past medical issues. Also if someone you work with is in the hospital, stop by the TRICARE office and obtain a handout that describes items that you may want to bring to them in the local hospital.

**Substance Abuses Prevention Coordinator:** Nancy Bernardy is the new 80th ASG Army Substance Abuse Program Prevention Coordinator at Treebeek. She is available to the 470th Medical Flight Community for unit trainings on substance abuse prevention as well as to groups in the community. She is currently coordinating community activities to celebrate "Red Ribbon Week" October 23-29. She can be reached at DSN 364-6240 or civilian line 0031-45-563-6240.

**Clinic Moves:** Force Health Management has moved to room B22 in the basement near the laboratory, the Red Cross office is now on room 109 on the 2nd floor near TRICARE and the senior enlisted manager is on the second floor room 106. Sgt Slaughter, the Army technician is working in the PCM team office.

**For Prescription Refills:** If you have an active prescription with authorized refills, please call 02451-99-3332 to request a refill. Prescriptions are active for one year from the original prescribing date. This date is located on the lower left hand corner of your prescription bottle. Additionally, right above that date you will find how many refills are remaining on the prescription. Please be aware that regardless of whether you have refills left, a prescription expires after one year. If you phone your prescription in before noon, it will be ready for pick up that afternoon. If you phone your prescription in after noon, it will be ready the following day. We hold prescriptions for 7 days. If you have not picked up your prescription after 7 days, it will be returned to stock. If you are on maintenance medication and have no refills remaining on your prescription, you may call the appointment desk at 02451-99-3200 to make an appointment with your provider or request a telephone consult to get a prescription renewal.

**TRICARE On-Line!** Your TRICARE healthcare is now accessible anytime, anywhere, from any laptop or PC. TRICARE Online is a web based internet gateway designed to allow beneficiaries to take control of their healthcare in a secure, user friendly environment. It allows TRICARE Prime patients to make some medical appointments by going online to the website [www.tricareonline.com](http://www.tricareonline.com). Once you have registered you can use the following TRICARE Online features: 1) Beneficiaries enrolled in TRICARE Prime can make routine and follow-up appointments with their primary care manager 24 hours a day. 2) All registered users can visit TRICARE Online to keep a personal health journal. This secure page can be used to record health care data, such as current treatment, immunizations, prescribed medications, and past medical procedures. 3) By using a secure password to access their health journal, beneficiaries can retrieve their personal health care information online from any location – even when they are moving, traveling, or away from home on temporary assignment. 4) All beneficiaries can use TRICARE Online to obtain information about their TRICARE benefits and services, check medications for possible adverse reactions, and access 18 million pages of consumer health information from a trusted source. Please remember that patients are still able to make appointments via the telephone. TRICARE Online is designed to increase beneficiary access to care by offering an alternative to telephone appointments. Also, patients with urgent cases that need to be addressed in the same day must use the telephone to make their appointment since

same day appointments are not available through TRICARE Online. TRICARE Online is designed with the beneficiary in mind. Access appointments and health care information 24 hours a day seven days a week visit TRICARE Online at [www.tricareonline.com](http://www.tricareonline.com) to register today!

**Command Sponsorship Required for Overseas Active Duty Family Member TRICARE**

**Prime Enrollment:** Active duty service members must now provide copies of orders which show Command Sponsorship of their accompanying ADFMs to be enrolled into TRICARE Overseas Prime programs. "Active duty family members who choose to reside overseas but are not Command Sponsored remain eligible for TRICARE Standard, TRICARE Plus, or space-available care at military Medical Treatment Facilities when and where it is available," said Navy CAPT Mary Greenwood, TRICARE Area Office-Europe's Program Operations Director. She emphasized the need for military families to understand the new policy before making a decision that could result in costly out-of-pocket expenses for healthcare. TRICARE Standard requires payment of an annual deductible and then co-payments and cost shares for outpatient and inpatient care. "More importantly, bringing Non-Command Sponsored family members who have special medical needs to an overseas location that cannot support those needs puts that individual's health at unnecessary risk," CAPT Greenwood added. Dr. Winkewerder's policy clarification memorandum also provides guidance regarding exceptions to the policy, under certain circumstances. The memorandum can be accessed online at: [http://www.ha.osd.mil/policies/2005/97-052\\_clarification.pdf](http://www.ha.osd.mil/policies/2005/97-052_clarification.pdf). Please see your Beneficiary Counseling and Assistance Coordinator (BCAC) at your local TRICARE Service Center if you need further assistance and guidance. Also, please note that Geilenkirchen clinic is not seeing any space available patients and will ask any noncommand sponsored patients to enroll in TRICARE Standard and to access medical care on the economy

**American Red Cross:** Holds CPR, Community First Aid and Safety (over 16 years only) and Babysitters (12 years or older) courses in the Tri-border area. These courses are scheduled when our waiting listings have at least four students. If you are interested in any of these courses drop our office an email and we will inform you when course dates are set. These courses are open to all military and civilian personnel and their family members (all nationalities). If you would like more information or to sign up please contact Mary Gutscher by email at [marietta.gutscher@geilenkirchen.af.mil](mailto:marietta.gutscher@geilenkirchen.af.mil) or phone at 02451-993344.

**TRICARE Introduces New Web-Based Pharmacy Search Tool** TRICARE announces the new pharmacy Formulary Search Tool, which allows beneficiaries to find medication-specific information using either a drug name or a medical condition. The Formulary Search Tool can be accessed through the TRICARE Pharmacy Web site. The Formulary Search Tool can be used to: Check availability of specific medications through the TRICARE Mail Order or Retail Pharmacy programs. Discover which medications are on the Basic Core Formulary. These medications must be made available at all full service military pharmacies. Find co-payment information for prescription medications, including injectable medications. Learn about generic equivalents for brand-name medications, quantity limits or prior authorization requirements. View and print prior authorization criteria and forms. Learn about FDA approved drug uses, side effects and potential interactions with other medications. Beneficiaries should consult their provider, pharmacist, or other health care professional for specific questions regarding their medications. For more information on the TRICARE Pharmacy Program and to access the Formulary Search Tool, visit the TRICARE Pharmacy home page, [www.tricare.osd.mil/pharmacy](http://www.tricare.osd.mil/pharmacy) <<http://www.tricare.osd.mil/pharmacy>>. The search tool is accessible directly at [www.tricareformularysearch.org](http://www.tricareformularysearch.org) <<http://www.tricareformularysearch.org>>.

**Deployers/Those going TDY to non European Countries:** Please stop by to visit our Force Health Management Office as soon as you know you will be going on a deployment or going to a non EU country. Our staff will ensure you are aware of and receive the country specific items to appropriately be medically prepared for that deployment/TDY and that you receive information to help protect yourself against country specific issues. If you just need to talk to these folks for

information, give TSgt Beaty or TSgt Watamaleo a call at 0049-2451-99-3328/3375. Also, when you return from a deployment, please visit our Force Health Management Office (0049-2451-99-3328). We have a requirement to see 100% of you and complete both a pre and post deployment review. This review is very important to your health!

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